Volunteer Position Summary

Volunteers in this role will be responsible for checking-in alumni who’ve previously registered for Homecoming Weekend online, and also registering new alumni who did not register beforehand. Volunteers will be trained on the registration process by a staff member who has a strong understanding of the registration system. Staff members will be on-site and available to assist at all times during registration.

The Homecoming Meet & Greet in Grant Hall is a great opportunity for alumni to check-in, let us and their classmates know they’ve arrived, and mix and mingle with other returning alumni and students. This opportunity may be the first event that many alumni will attend, and therefore should set a positive, inclusive, and welcoming tone for the weekend.

Major Duties & Responsibilities

- Greet alumni to ensure their Homecoming experience begins on a positive note.
- Check-in or register alumni for weekend activities on a laptop, as per training instructions.
- Give each alumni registrant a temporary Alumni Card if required, found at the registration table; alumni will be able to use these for access to any campus pubs.
- Answer general questions about Homecoming events to ensure alumni are informed and feel comfortable with their weekend itinerary.
- Thank alumni for attending, provide them with their registration bag, reunion pin (ensuring it is the correct year) and program booklet containing the weekend’s event schedule.
- Provide Tricolour Guard alumni with special name-tags and weekend package.
- Provide 50th Reunion alumni (1967) with their 50 year medals.
- Provide 0, 5th and 25th Reunion alumni with their weekend goodies.
- Train incoming volunteers on the registration process at the close of your shift (shifts will overlap by 15 minutes).

**NOTE:** Volunteers in this role may encounter lulls in activity, so should be prepared for possible downtime.

Skills Required

- **Retail experience an asset**
- Ability to focus and to answer questions in a fast-paced environment
- Comfortable working with technology
- Outgoing, friendly personality, strong interpersonal skills
- Works well in teams
- Detail-oriented
- Familiarity with various campus locations
- Strong familiarity with the Homecoming program and the weekend’s many events
- Familiarity with the latest news and developments in your faculty/school to share with alumni – they will want to hear about the current Queen’s experience!
- Familiarity with the latest news, particularly student programs, at Queen’s University
- Comfortable interacting with elderly people
- Respectful, patient demeanor
- Adaptability
STUDENT VOLUNTEER POSITION

DESCRIPTION

Homecoming Meet & Greet Check-In Assistant

Skills Acquired

- Event administration experience
- Customer service experience

Expectations

- Volunteers are expected to sign in at the Volunteer Lounge (Kingston Hall Reflection Room) where they will be provided with a red vest and any last-minute instructions; please be sure you arrive on time!
- Dress code: Red volunteer vest, comfortable, casual, Queen’s colours encouraged!
- **NOTE:** Sometimes, external factors (e.g. weather, number of attendees, event logistics, etc.) may necessitate changes to an event or to a volunteer’s on-site duties. Please be prepared to expect the unexpected and to be flexible if necessary!

Time Commitment

Volunteers are expected to arrive on time for their scheduled shift. Shifts are ~ **3.5 - 4 hours** in length. *(A reminder with your actual shift time(s) is included in your registration confirmation email).*

Additionally, all volunteers are **required** to attend a **one-hour orientation session**, and to watch a brief online training video (~7 minutes) prior to Homecoming weekend.

Staff Partnership

Jess Koehn, Administrative Assistant, Reunions
Cell: 613-985-0519 | Email: jk111@queensu.ca

Julie Heagle – Volunteer Relations & Reunions
Email: Julie.heagle@queensu.ca

Benefits

- Complimentary refreshments at this event
- Opportunity to be a part of a Queen's tradition
- Volunteer jacket bar & travel thermos
- Reference letters available upon request

queensu.ca/alumni/homecoming
reunions@queensu.ca